

In this edition...

Behind the Scenes with *Texas Ops*
Get to Know *Erin Carter & Shannon Hanberry*



BEHIND THE SCENES

A DAY IN THE LIFE OF TEXAS OPERATIONS

Texas Operations

MEET THE TEAM

DIRECTOR OF MEDICAID OPERATIONS (TX)	<i>Belinda Salinas</i>
AUTHORIZATION COORDINATOR	<i>Astrid Gass</i>
AUTHORIZATION COORDINATOR	<i>Brenda Urquiza</i>
LEAD AUTHORIZATION COORDINATOR	<i>Jaquelin Montante</i>
AUTHORIZATION COORDINATOR	<i>Precious Jordan</i>
AUTHORIZATION COORDINATOR	<i>Tracey Herrera</i>
PROCESSING COORDINATOR	<i>Ana Martinez</i>
LEAD PROCESSING COORDINATOR	<i>Gloria Espinoza</i>
PROCESSING COORDINATOR	<i>Maritza Lopez</i>
PROCESSING COORDINATOR	<i>Rosa DeAlarcon</i>
PROCESSING COORDINATOR	<i>Tanya Lugo</i>
LEAD PHYSICIAN LIAISON	<i>Dafne Jasso</i>
PHYSICIAN LIAISON	<i>Gaby Lopez</i>
PHYSICIAN LIAISON	<i>Maritsa Olvera</i>
LEAD STAFFER	<i>Adriana Vigil-Perez</i>
STAFFING COORDINATOR	<i>Ellie Hernandez</i>
STAFFING COORDINATOR	<i>Mayra Guzman</i>

FUN

FACT...

texas ops not only handles medicaid, but also deals with combo's (medicaid and self pay)

DID YOU KNOW?

Texas Ops consists of four facets...

- Processing (Intake)
- Authorizations
- Physician Liaison
- Staffing



Processing

The processing team's main goal is to get in touch with families and staff for children as quickly as possible. They follow a strict timeline and typically have a 24 hour turnaround period

Authorizations

The authorization team's main goal is to obtain medicaid authorization for a potential patient. Texas has a large amount of MCO's (medicaid payors)

Physician Liaisons

The physician liaison team is responsible for obtaining signed order forms from primary care physicians. Their goal is to obtain paperwork as quickly as possible, so that our amazing therapists can start doing visits! Even if we have received authorization, without a signed order, we cannot start conducting visits

Staffing

Our staffing team is responsible for our new hire caseloads, as well as re-staffing for therapists who have left the company, and had an active caseload. Our staffing team brings our clinicians and patients together

EVENTS

Dallas Office



Happy Birthday, January Birthdays!



Winners of our Decorating Contest!



Recruiting



Tiffany, Recruiter, at OU Health Sciences Career Fair in Oklahoma City!

KIDSCARE KUDOS

“I'm very happy and pleased with everything Doris does for my daughter. She is very responsible with her time and my daughter loves her. Thank you Doris!!!!”

ST, Houston

“Victoria is awesome. My son adores her and she has helped him tremendously. He gets very excited when she comes and really enjoys the lessons that he is learning. His speech has improved to where his grandparents can understand him more as he articulates his words properly. I am very pleased and satisfied with her work.”

ST, Dallas

“She is not only our teacher, she is a friend, authority and guide, all rolled into one person. We will always be grateful to Alison for her support and kindness.”

ST, Waco

great job, therapists!



Congrats

Employees of the Quarter

Admin

Dafne Jasso

lead, physician liaison

Texas

Kim Gresham *OT*

Kailine Hynes *ST*

Chemetra Patrick *PT*

West

Dani Frerichs *OT*

Cara Utesch *ST*

Sarah Long *PT*

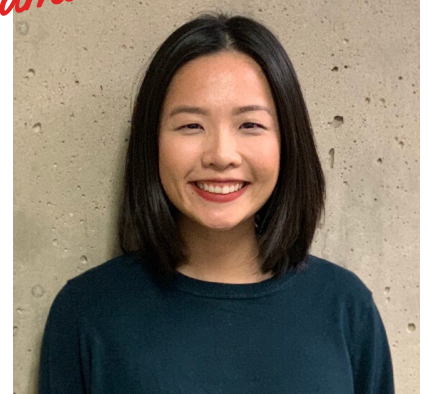
Congrats

Employees of the Year

Tracy Le is an exceptional billing coordinator ever since she started in 2018. Her work ethic is without a doubt outstanding which includes punctual attendance, participation in social activities, positive attitude, and her close attention to detail. She is quick to help a fellow coworker in need and provide additional resources when asked by another team or management. What sets Tracy apart from most is her willingness to go the extra mile to research every possibility to find a solution to billing problems and stop reoccurring themes. The Billing department is lucky to have her!

-Dir. Revenue, Stephen

Admin



Tracy Le

Billing Coordinator

Texas



Jessica Dugan *ST*

Jessica Dugan has been an SLP with KidsCare for almost 8 years. In 2019 she became a Lead Therapist and has blown me away with her initiative and drive. She is extremely efficient in managing her caseload and passes on her knowledge to other therapists to help them become more effective. Jessica carries a full time caseload while supervising an assistant and 2 CFs and supervises a grad student every semester to fulfill her desire to pass on her knowledge and expertise to help grow the next generation of SLPs. She is a true asset to my team and KidsCare as a whole. Congratulations, Jessica and thank you for being a Rock Star Lead Therapist!

-CM, Karen

West



Kelsey Kuykendall *PT*

Kelsey was recently promoted to PT Clinical Education Lead. In addition to carrying a full caseload, she also supervises a PTA. She goes above and beyond to meet the needs of all the patients under her care. She also routinely takes ride-alongs, students and assists with new hire evaluations, and manages her schedule efficiently, resulting in high productivity and conversion. She consistently meets the KCHH KPI for documentation submission timelines. Kelsey is organized, detailed, and a true advocate for her patients. She genuinely represents the C.A.R.E principles and is a leader in the field!

-Dir. Therapy Ops (CO), Erin

GET TO KNOW[®]



ERIN CARTER
DIRECTOR OF THERAPY OPERATIONS
COLORADO

meet Erin

☞ I enjoy running, cooking/entertaining and spending time with friends. My seven-year-old son, Graeme, keeps me very busy with competitive baseball, other sports and outdoor activities. ☞

Why KidsCare?

☞ The culture of the company! In comparison to a wide variety of adult and pediatric settings that I had worked in, KidsCare's culture of therapist-centered practices, supportive upper administration and open communication was STANDOUT in the industry. I worked PRN for KidsCare in Waco in 2011-12 when that region first opened, then relocated to Charleston, SC. Upon relocating to Fort Worth in 2014, seeking a full-time position with KidsCare was an obvious choice. Growing opportunities with the company allowed me to love my job and my city! ☞

Education

☞ I attended Purdue University for my undergraduate degree in in Speech, Language and Hearing Sciences; I attended Louisiana State University Health Science Campus in New Orleans for my Masters in Communication Disorders as one of the first classes to return to campus following Hurricane Katrina. ☞

Favorite vacation spot...

☞ THE BEACH! Anywhere with sand, sun, water, a good book, and great friends/family! ☞

pets

☞ I have a 100lb pitbull/mastiff mix, Apollo, that I rescued from a patient's home in 2016. They were being evicted and could not keep him due to his breed. Afraid of taking a pittypuppy to the shelter, the patient's mom asked me if I could take him with me and get him to a pitbull rescue group. Four years later, he is still a permanent and very spoiled fixture in the Carter household! ☞



GET TO KNOW



SHANNON HANBERRY
DIRECTOR OF THERAPY OPERATIONS
TEXAS

Where is the last place you traveled to?

☞☞ New York City and San Francisco before that. My husband and I love to travel and will be going to Thailand in October! ☞☞

Favorites

- Macaroni & Cheese
- Green & Purple
- Wine, Coffee & Sonic Cherry Limeades
- Hawaii

☞☞ The people! Our therapists, leadership, office staff, and our patients and their families are what makes KidsCare so great. I've always loved that we are a therapist driven company and have clinical managers who have all been therapists themselves. So much has changed over the years, but we always strive to be a good company to work for, as well as the company that families want to choose for their therapy needs. And it wouldn't be possible without everyone's individual contributions to the goal of being a leader in the pediatric home health industry. ☞☞

meet Shannon!

☞☞ I'm originally from Stillwater, OK and moved to Texas to attend Texas Tech University. After graduating from Texas Tech University Health Sciences Center, I moved to Dallas and started working for KidsCare. I've now lived in Texas longer I lived in Oklahoma! Does that make me an official Texan? My husband, Kris, and I will celebrate our 10 year anniversary in October and we have two girls- Everly (6) and Peyton (3). ☞☞

What has your time with KidsCare taught you?

☞☞ I started at KidsCare as an Intern SLP, with around 30ish employees, and I will celebrate my 14th anniversary with KidsCare this year. Being a part of KidsCare's growth has taught me so much...how to be flexible, how to embrace change, how to be a leader, how to deal with difficult situations, and now the more "business" aspects of the therapy world. I could go on and on! ☞☞

Why KidsCare?



MEET THE NEW KIDS



Maya Anderson
Occupational Therapist
Colorado Springs, CO



Michelle Chait
OT
Denver, CO



Claire Beynon
Speech Language Pathologist
Denver, CO



Abigail Black
Intern SLP
Fort Collins, CO



David Busby
Staff Accountant
Dallas, TX



Arlene Carrillo
SLP Asst.
Dallas, TX



Emily Cors
Intern SLP
Dallas, TX



Kalyn Courtney
SLP Asst.
Fort Worth, TX



Anna Dillard
SLP
Austin, TX



Andrea Dominguez
Community Relations Coord
Dallas, TX



Steffanie Flores-Cordon
SLP
Fort Collins, CO



Stephen Gyasi
Licensed Vocational Nurse
Dallas, TX



Lindsey Harris
Community Relations Coord
Fort Worth, TX



Natasha Harrison
SLP
Houston, TX



Evon Heads
LVN
Dallas, TX



Tori Homan
OT
Forth Worth, TX



Kristen Honea
LVN
Dallas, TX



Jenny Hughes
Registered Nurse
Dallas, TX



Kia Jackson
LVN
Dallas, TX



Maritza Jean-Joseph
LVN
Dallas, TX



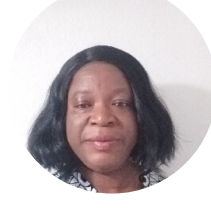
Bianca Kelly
SLP Asst
Houston, TX



Taylor Kent Kowalski
SLP
Houston, TX



Jahneen King
OT
Austin, TX



Regina Kwaku
LVN
Dallas, TX



Michaela Martinez
LVN
Dallas, TX



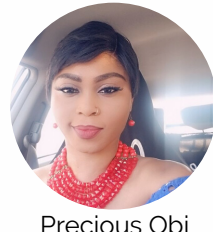
Kelli Mitchell
RN
Dallas, TX



Naomi Moats
Intern SLP
Tyler, TX



Kyra Olga Nikitenko
LVN
Dallas, TX



Precious Obi
LVN
Dallas, TX



Danielle Olivieri
OT
Denver, CO



Chinwendu Onwusor
RN
Dallas, TX



Kristi Parker
SLP
Houston, TX



Alice Romanowski
RN
Dallas, TX



Edgar Say-Reyes
SLP
Houston, TX



Amy Stedifor
SLP
Houston, TX



Bethany Svedeman
SLP
Dallas, TX



Carissa Throckmorton
SLP
Austin, TX



Valerie Villarreal
SLP
Dallas, TX



Emma Waisner
SLP
Dallas, TX



Ashleigh Wilson
Physical Therapist
Boise, ID

Not pictured:

Latrinda Hicks
LVN
Dallas, TX

Welcome to KidsCare!

Anniversaries & Birthdays

Cynthia Edmiston- 2 yrs
Karen Hoelter- 8 yrs
Valerie Becker- 4 yrs
Elyssa Blum- 2 yrs
Ashley Reinert- 5 yrs
Christina McCullough- 1 yr
Andrea Cox- 16 yrs
Deborah Teany- 1 yr
Matthew Wilcox- 1 yr
Zachary Aldredge- 4 yrs
Miranda Small- 1 yr
Erika Morgan- 3 yrs
Shannon Levandowski- 5 yrs
Nichole Tsai- 2 yrs
Jeanette Reinert- 6 yrs
Stacy Contreras- 7 yrs
Desiree Castillo- 1 yr

Elizabeth Lancaster- 1 yr
Victoria Jackson- 6 yrs
Julie Anderson-Seidens- 1 yr
Estefania Cantu- 1 yr
Bhoomi Patel- 1 yr
Tara Poole- 1 yr
Kelly Adrian- 1 yr
Margaret Johnson- 2 yrs
Nkechi Eze- 2 yrs
Ashley Gartrell- 1 yr
Joseph Reitan- 1 yr
Tami Sexton- 1 yr
Jennifer Ortiz- 1 yr
Megan Meyers- 3 yrs
Jodi Thomas- 1 yr
Megan Calhoun- 1 yr

Cynthia Edmiston- 2/1
Rosa DeAlarcon- 2/1
Stephen Mayo- 2/1
Mary Rasner- 2/2
Karin Whitla-Simons- 2/3
Koylee Greene- 2/3
Taylor Gonnerman- 2/4
Amie Dougherty- 2/5
Chinwendu Onwusor- 2/5
Jenna Moxley- 2/5
Jule Lorey- 2/5
Kimberly Clark- 2/6
Kristi Parker- 2/6
Deborah Teany- 2/8
Meredith Miller- 2/8
Krishnaben Patel- 2/9
Lora Buth- 2/9

Sonya Cail- 2/9
Peggy Shipman- 2/10
Steffanie Flores Cordon- 2/11
Tamam Bushnaq- 2/11
Teri Arnold- 2/11
Samantha King- 2/12
Kristin Jackson- 2/13
Beatrice Onsate- 2/14
Doris Harris- 2/14
Mary Jan Roark- 2/14
Pamela Palmer- 2/15
Alexandria Howard- 2/16
Emily Wilson- 2/16
Patricia Villanueva- 2/17
Kathleen Walker- 2/18
Megan Gorena- 2/18
Meredith Strauss- 2/18
Geraldine Okpara- 2/19

Karen Lopez- 2/19
Raju Pratap- 2/19
Ambyr Capps- 2/21
Dustin Thompson- 2/21
Elizabeth Bayliss- 2/21
Danielle Frerichs- 2/22
Ethan Noel- 2/22
Katherine Hill- 2/22
Katrina Stahl- 2/22
Megan Szarzynski- 2/24
Emma Grimes- 2/25
Holly Swannie- 2/25
Natasha Harrison- 2/25
Jennifer Sommers- 2/26
Pamela Sepulvado- 2/26
Kristina Maqueda- 2/27
Laura Matthews- 2/28

thanks for tuning in

NEXT MONTH'S EDITION FEATURES...

DECORATE-A-MUG DAY
CUBE DECORATING CONTEST
& MORE!

INSTAGRAM

@kidscarehh

